swissvoice **IP 15 - IP 20**

User guide

Corded IP phones
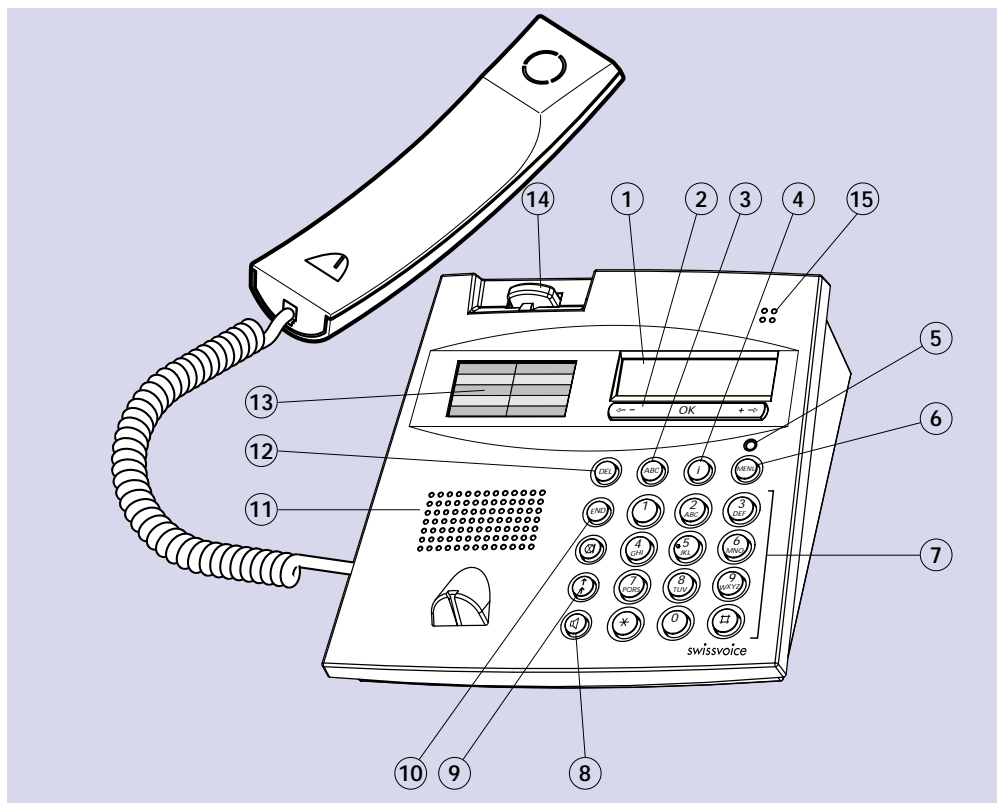
About Swissvoice IP phones

This user manual is dedicated for both Swissvoice IP15 and IP20 IP phones. Swissvoice IP phones bring a broad array of telephony services and advanced IP features. The following table points out the differences between the IP20 and the IP15. Other features described in this manual are common to both models.

Feature	IP15	IP20
Hands-free	●	● Full duplex
Locally managed conferencing		●
PC switch	Option*	●
G711 codec	●	●
G722 codec		●
G723 codec	Option*	●
G729 codec	Option*	●

* These options must be chosen at purchase time and cannot be changed afterwards. IP 15 can have a second codec: either G723 or G729.

02C110500C - web

Contents

Operation and display elements

1 Display
 ■ Top: information
 ■ Bottom: functions, symbols

2 Function key
 ■ Activates allocated function
 ■ Adjusts volume
 ■ Scrolls in a list

3 Alpha key
 ■ Name search

4 Info key
 ■ Calls up further information

5 Attention LED
 ■ Flashing: incoming call
 ■ Lit: notification available
 (e.g. new voice mail)

6 Menu key
 Menu access key
 ■ Short: scrolls through menu
 ■ Long: configuration mode (settings)

7 Keyboard
 ■ Short: enters digits or letters
 ■ Long: memory key

8 Loudspeaker key
 ■ Loudspeaker on/off
 ■ Hands-free line taking

Operation and display elements
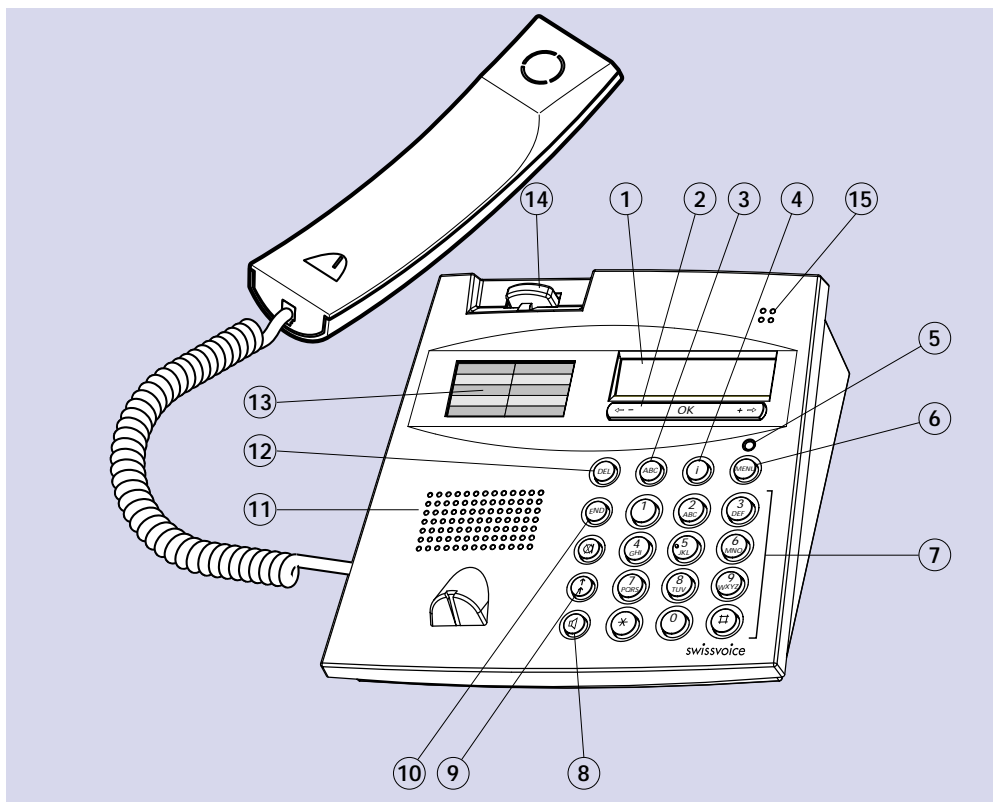
9   Redial key
    ■ Call numbers last dialled

10 End key
    ■ In a call:
    terminates connection and opens a new line
    ■ In configuration and navigation mode:
    - short click: back to upper menu,
    - long click: back to idle text.

11 Loudspeaker

12 Correction key
    ■ Deletes the last character

13 Label

14 Hook switch

15 Hands-free microphone

Safety advice

Information to the user

Federal Communications Commission
This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

General

This telephone is to be operated on an Ethernet LAN. The calls are handled by an MGCP (Media Gateway Control Protocol) Call Manager.
Please follow the instructions in this document and keep it handy and in a safe place.

Connection

Plug the telephone's connecting cables into the appropriate sockets only. Never try to change the plugs on the connecting cables.

Location

Place your telephone on a non-slip surface.
Choose a location with an ambient temperature between +5 ˚C and +35 ˚C.
Do not expose the telephone to direct sunlight or other sources of heat.
Avoid wet or dusty locations.
Avoid locations where your telephone is exposed to aggressive liquids or vapours/steam.
Avoid locations in the immediate vicinity of hi-fi and video equipment, domestic appliances, monitors, and electric motors (influence of electromagnetic fields). If your Swissvoice IP telephone is connected to a PC, the monitor may cause electromagnetic interferences.
Avoid placing in areas with an explosion hazard.

Security

The plug-in power supply is used as disconnection device.
The network and power supply accesses of the phone are classified SELV (Safety Extra Low Voltage).
The mains access of the plug-in power supply is classified Dangerous Voltage.

Operation

Never carry the telephone by its connecting cord.
Never telephone in the immediate vicinity of water.
Clean the set with a soft, slightly damp or anti-static cloth. Do not use any detergents or chemicals to clean the set.

Defects

If your telephone is faulty or defective, please contact your supplier.
Never dismantle the telephone yourself. Changes or modifications not expressly approved by Swissvoice could void the user's authority to operate the equipment.

The menu system

Introduction

The smart high-tech menu system makes your telephone very simple to operate. The MENU key allows you to find the different menus and menu items with ease. Use it as follows:

If you wish to activate one of the functions on the lower display line (for example, "Call" after selecting a number), press OK below the corresponding word.

If you cannot find the function you want, press the MENU key repeatedly until you find it.

Example:
Press MENU key once.

Press MENU key a second time.

To go back to the upper menu, press the END key.

To go back to the idle text, press the END key during two seconds.

Note: Pressing the MENU key long (for at least 2 seconds) puts the system in its configuration mode "User settings".

Special display symbols

Handsfree.

Loudspeaker on.

Headset mode.

More information available.

Microphone off (mute).

The menu system

The menu tree

MENU

- Pickup
- Phonebook
  - New
  - Search
    - All
    - Common
    - Private
  - Scroll
    - All
    - Common
    - Private
- Memory keys
  - New
  - Change
  - Delete
- Functions*
  - Call forward
    - Permanent
    - On busy
    - No reply — Rings
  - Call waiting
  - DoNotDisturb
- User settings
  - Display
    - Time zone
    - Date
    - Time
    - Idle text
      - User name
      - External number
      - Internal number
      - Free text
    - Contrast
  - Ring
    - Internal
    - External
      - Melody
      - Rate
      - Volume
  - Headset
  - *Language
    - English
    - Deutsch
    - Français
    - Italiano
    - Español
  - Password
  - Reset
- Admin settings
  - TCP/IP
  - QoS
  - Call agent
  - Tone table
  - Password
- Voice mail*

* Functions availability is dependent on the the call agent.

Note: press i to check system parameters

Telephoning

Swissvoice IP15 and Swissvoice IP20 allow you to directly dial in DTMF mode (tone dialling), giving you all the comfort of advanced services where the use of the * and # keys is necessary.

This chapter describes the available dialling methods:

- Dialling with dialling preparation (on-hook),
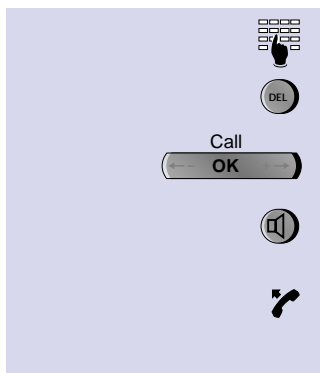- Dialling by digits (off-hook),
- Dialling by name,
- Dialling using memory keys,
- Dialling using the Redial key,
- Dialling using the Call list,
- Dialling with the headset.

Dialling with dialling preparation (on-hook)

Without lifting the receiver, enter the desired number.
Check the number on the display and, if necessary, correct using the Correction key.

Call
OK
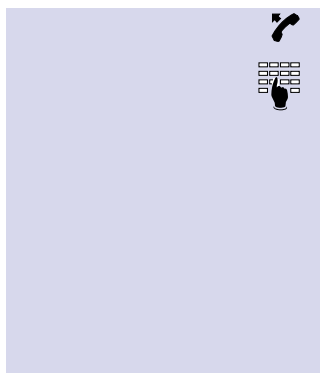
Then, press OK under "Call",

or

press the Loudspeaker key,
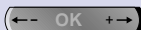
or

lift the receiver.

To abort a dialling preparation, press the END key.
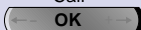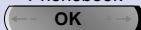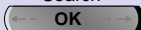
Dialling by digits (off-hook)

Enter digits.

Dialling by name

There are two options:

■ Using the Dialling key

(ABC) Press the ABC key.

Enter the first letters of the name.

Enter more letters until the telephone finds one or more names in the "Phonebook".

Example: To call Sarah Jones
"Jones": Press key (5 JKL) once, key (6 MNO) three times, key (6 MNO) twice and so on.

By pressing #, you can enter a space. Numbers or names entered during dialling preparation can be corrected using the Correction key (deletes the last number/letter).

Hint: *If two or more names in the "Phonebook" correspond to the name just entered, the first one will be displayed. You can scroll to the other names found.*

← OK +→

Scroll displayed information with the navigation keys, to select the desired name.

Call
← OK

Press OK under "Call" to confirm the number,

or

📞 lift the receiver,

or

🔊 press the Loudspeaker key.

■ Using the "Phonebook"

(MENU) Press the MENU key twice.

Phonebook
← OK

Press OK under "Phonebook".

(MENU) Press the MENU key

Search
← OK

Press OK under "Search".

Enter the first letters of the name.

Enter more letters until the telephone finds one or more names in the "Phonebook".
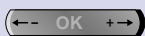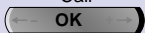
Scroll displayed information with the navigation keys to select the desired name.

Press OK under "Call" to confirm the number,

or

lift the receiver,

or

press the Loudspeaker key.

Dialling using memory keys
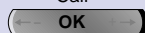
Press the desired number key during 2 seconds.

Press OK under "Call" to confirm the number,

or

lift the receiver,

or

press the Loudspeaker key.

Dialling using the redial key
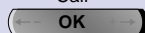
To redial one of the last 30 dialled numbers:

Press the Last number redial key repeatedly until the desired number is displayed.

Press OK under "Call" to confirm the number,

or

lift the receiver,

or

press the Loudspeaker key.

Dialling using the call list

Your telephone automatically stores the names and numbers of the last 30 answered and the last 30 unanswered calls in the call list. An "i" in the lower right hand corner indicates new calls. You can check these names and numbers and use this list to call back the corresponding contacts.
For every call, the number, the name (if included in the "Phonebook"), the date and time of the call are available.

To make a call from the list or to delete call data:

i Press the i key.

Call list
OK Press OK under "Call list".

MENU Scroll with the MENU key to choose between "Unans.calls" (Unanswered calls) and "Anws.calls" (Answered calls).

Key
OK Press OK under the selected item.

OK Scroll with the Function key to select the desired caller.

i Press i to check additional information (date and time of the call).

Call
OK Press OK under "Call" to confirm a call,

or

Press the MENU key repeatedly to either save or delete the current number.

Dialling with the headset

A headset can be used instead of the handset. The headset function has to be activated in the menu "User parameters" (see p.24).

■ To activate a call:

Dial the number.

Press the Loudspeaker key.

■ To end a call:

Press the Loudspeaker key.

■ To answer a call:

Press the loudspeaker key.

Incoming calls

Display of caller's name

0123456789

Jones M.

When someone calls you, the number or the name is received and displayed (CLIP).

The name appears in the display if this number is stored with the name in the "Phonebook" or in the memory keys.

Note: This is software and call agent dependent.

Adjusting the ring volume

← - OK + →
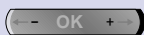
While the phone is ringing you can adjust the ringing volume of your telephone by pressing + or - on the Function key (7 levels). The new ringing volume is saved for the following calls.

Answering a call
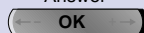
To answer incoming calls, lift the receiver,

or

press the Loudspeaker key for hands-free mode,

or

Answer
OK

Press OK under "Answer" for hands-free mode.

Call waiting

0123456789
Accept

Accept
OK
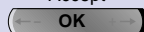
During a call, you receive a second call. This call is signalled by a call waiting tone and the caller's number is displayed.

Press OK to accept this call. The first one is automatically put on hold.

During a conversation

Swissvoice IP15 and Swissvoice IP20 allow you to directly dial in DTMF mode (tone dialling), giving you all the comfort of advanced services where the use of the * and # keys is necessary.

Listening options

There are two possibilities:

Listen through the receiver (personal listening),

or

listen through the built-in loudspeaker on the terminal (Group listening).

Group listening is shared listening. It is useful when other people in the room need to listen and participate during your call. You can let the persons in the room within hearing distance listen in by pressing the Loudspeaker key.

Note: The Loudspeaker key alternately toggles the loudspeaker on or off.

Hands-free operation

This feature allows you to answer calls through the loudspeaker, without picking up the receiver. To activate this feature:

Leave the receiver on-hook.

Press the loudspeaker key.

To end the call, press the Loudspeaker key, or to continue the call with the handset, just pick it up.

Note: Speech quality decreases with distance from the terminal.

Hint: To go from personal listening to hands-free mode, press the Loudspeaker key (group listening) and hang up.

Volume adjustment

The volume in the receiver and the loudspeaker can be changed during a conversation.

To adjust the volume during a conversation, press + (up) or - (down) on the Function key.

During a conversation

Microphone off

⊠ If you wish to talk to someone in the room without the calling party hearing, press the Mute key.

⊠ To switch the microphone on again press the Mute key.

Using the extended-feature functions

Beyond basic telephony functions, Swissvoice IP telephones support the following call-handling options. The use of these functions is dependent on their availability on the call agent. The way the functions described thereafter work may vary from call agent to call agent. This list is not exhaustive. Additional functions may be available on updated software releases. Furthermore, the telephones may offer other services made available by the call agent. In this case, the telephones display the information provided by the call agent.

- Pickup
- Enquiry call
- Brokering
- Call transfer
- Call hold
- Conference call
- Call forwarding
- Call waiting
- Do not disturb
- Voice mail

Pickup

A colleague's phone is ringing. You want to intercept the call on your own telephone.

Press the MENU key.

Press OK under "Pickup".

Enter the number of the telephone which incoming call you want to intercept.

Using the extended-feature functions

Enquiry call
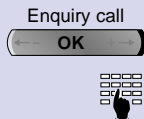
Enquiry call
OK

You (B) are conversing with one party (A) and wish to make a brief call to another party (C) while holding the existing connection (AB).

Press OK under "Enquiry call".

Enter the number for the enquiry party (C).

Hint: During an enquiry call, you can:
- *switch back and forth between the parties (Brokering),*
- *cancel the enquiry call,*
- *transfer the call (AB to AC),*
- *set up a conference.*

Brokering
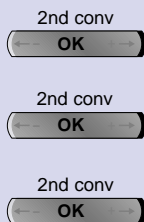
After initiating an enquiry call (BC), you can return to the first caller without ending the enquiry call connection. Afterwards, you can switch back and forth between the first call and the enquiry call as often as desired (brokering).
Proceed from the first call:

2nd conv
OK

Press OK under "2nd conv."
(first call is on hold).

2nd conv
OK

Press OK under "2nd conv."
(second call is on hold).

2nd conv
OK

Press OK under "2nd conv."
(first call is on hold).

Cancel the enquiry call
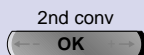
2nd conv
OK

If the enquiry call is not answered or you wish to disconnect the enquiry party, press OK under "2nd conv." to go back to your first conversation (AB).

Note: The enquiry party needs to hang up to disconnect.

Using the extended-feature functions

Transferring the call

After initiating an enquiry call, you wish to connect the two call partners.

📞 Replace the receiver. The connection is done.

Conference
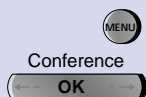
After initiating an enquiry call, you wish to set up a conference including your original call partner.

MENU Press the MENU key.

Conference
OK Press OK under "Conference".

Note: Be assured that none of your partners will be disconnected while your are setting up a conference call. The connections will only be disconnected if the "END" key is pressed or if the receiver is replaced.

Holding a call
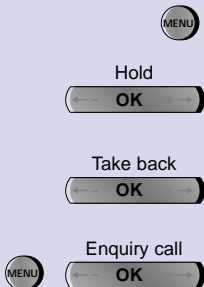
You can put a call on hold during a conversation.

MENU Press the MENU key.

Hold
OK Press OK under "Hold" and the call is on Hold. This is confirmed by the message "Executed".

Take back
OK To take a call back, press the OK under "Take back". You are immediately connected to the first call again.

Enquiry call
MENU **OK** To initiate a second call while the first one is on hold, press the MENU key and then OK under "Enquiry call".

Using the extended-feature functions

Forwarding a call
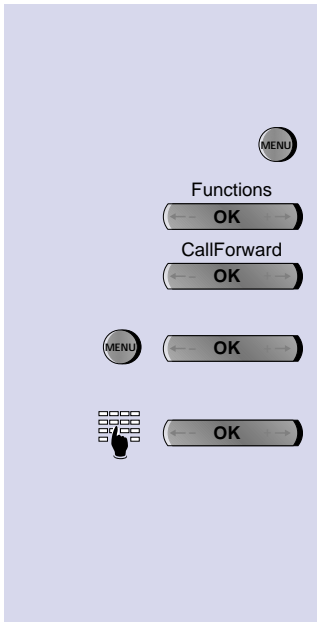
Besides the terminal mobility option, you can divert all incoming calls to another subscriber, to your Voice Mail or to the switchboard operator.

MENU — Press the MENU key until "Functions" is displayed.

Functions **OK** — Press OK under "Functions".

CallForward **OK** — Press OK under "CallForward".

MENU **OK** — Press the MENU key to select the type of diversion and confirm with OK. You can choose between "CFW: Permanent", "CFW: on busy", "CFW: no reply".

OK — Enter the diversion destination and confirm with OK.

The message "Executed" briefly appears. Depending on the type of diversion (respectively, Permanent, On busy, No reply), the following display appears: "Div. to XYZ", "Div. busy to XYZ", "CFW to XYZ", where XYZ is the number or the name of the destination the call is forwarded to.

Call waiting
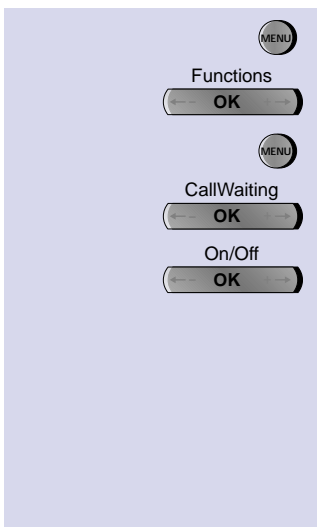
MENU — Press the MENU key until "Functions" is displayed.

Functions **OK** — Press OK under "Functions".

MENU — Press the MENU key until "CallWaiting" is displayed.

CallWaiting **OK** — Press OK under "CallWaiting".

On/Off **OK** — Select "On" or "Off" with the Function key and confirm with OK.

Using the extended-feature functions

Do not disturb
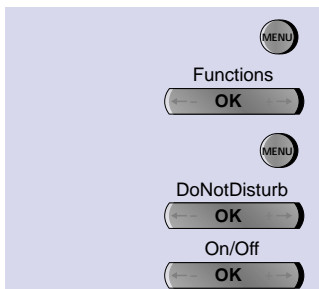
(MENU)	Press the MENU key until "Functions" is displayed.
Functions ← OK →	Press OK under "Functions".
(MENU)	Press the MENU key until "DoNotDisturb" is displayed.
DoNotDisturb ← OK →	Press OK under "DoNotDisturb".
On/Off ← OK →	Select "On" or "Off" with the Function key and confirm with OK.

Voice mail
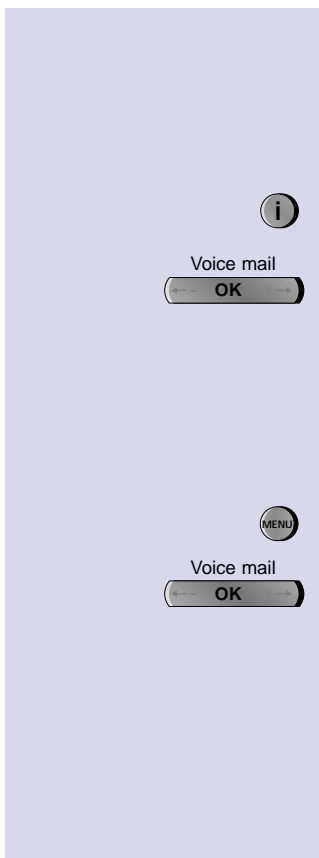
Your Swissvoice IP telephones give you notification messages from any centralized voice mail system and allow you to consult your messages easily. If you have new messages, an "i" will appear on the bottom right of the screen and the LED will be permanently lit.

(i) To access to your new voice mails, click the i key until "Voice mail" appears.

Voice mail
← OK →

Press OK under "Voice mail".

Follow the vocal instructions.

Note: You can access the Voice mail menu (to modify your absence message, for example) even if you do not have new messages.

(MENU) Press the MENU key until "Voice mail" is displayed.

Voice mail
← OK →

Press OK under "Voice mail".

Follow the vocal instructions.

Telephone configuration

This section is about user-defined settings and operating modes to make your Swissvoice IP telephone even easier to use. It provides easy-to-follow instructions and eliminates the need for you to remember access codes or operating sequences.

Points to remember when configuring your telephone

Configuring is an integral part of the operating concept; before you start configuring, read the chapter "The menu system" at the beginning of these operating instructions.

The receiver

While configuring your Swissvoice IP telephone, it is advisable to keep the receiver on hook. If you lift the handset during configuration, the configuration sequence will be interrupted. If you accept a call while you are configuring, you will return to the configuration once your call is over.

Configuration mode

You can go to the beginning of the configuration mode in one of two ways:

■ Press the MENU key long (at least 2 seconds), or
■ Press the MENU key repeatedly, until "User settings" appears; press OK under "User settings".

MENU key

With the MENU key you can move at two levels: at the configuration level (for example, "Display") or at its sub-function level (for example, "Time"). You can leave either level by pressing the END key.

END key

With a short click on the END key, you go back to upper menu.
A long click allows to go back to idle text and to end the configuration mode.

Saving the data

Save the contents of a menu item that you have configured or changed by pressing the Function key under "OK". If you press the Function key under "Back" or the "END" key, your changes will not be saved.

Factory settings

Factory settings are default settings which were set during production. To reset these factory settings, please see chapter "Reset", page 27.

User settings	
User password	0000
External ringing melody	2
External ringing volume	4
External ringing rate	4
Internal ringing melody	2
Internal ringing volume	4
Internal ringing rate	4
Language	English
Headset	Off
Idle text	Internal number (if provided by call agent; otherwise: Free text)
Memory keys	Empty
Private phonebook	Empty

Admin settings	
Admin password	0000
Call manager IP address	172.16.4.190
Gateway IP address	0.0.0.0
DNS server IP address	0.0.0.0
IP address	172.16.4.109
Subnet mask	255.255.0.0
DHCP	On
VLAN	Off
TOS	Off

Functions	
Call waiting	On
Do not disturb	Off

Web server	
Web server user login	user
Web server user password	user
Web server admin login	admin
Web server admin password	admin
FTP server IP address	172.16.1.181
Web server FTP login	ftp_boot
Web server FTP password	ftp_boot

Setting the display language

<long> <repeat>
MENU MENU

Press the MENU key long. Press the MENU key repeatedly until "*Language" appears.

Note: *If the display is in a foreign language, look for a word beginning with "*".*
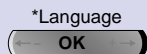
*Language
←– OK →

Press OK under "*Language".

←– OK +→

Select the required language by scrolling with the navigation keys.

OK
←– OK
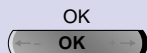
Press OK to save and press the END key to quit.

User settings

Depending on your needs, you may want to personalize some features available on your Swissvoice IP telephone:

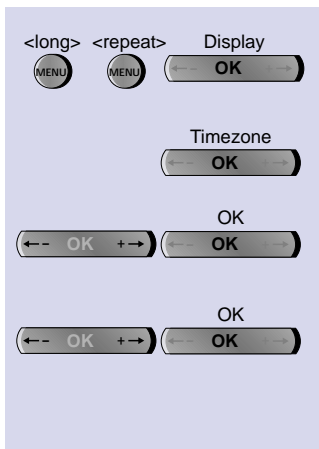## Timezone

<long> <repeat> Display **OK**	Press the MENU key long to enter the configuration mode. Press the MENU key repeatedly until "Display" appears. Press OK under "Display".
Timezone **OK**	Press OK under "Timezone".
←– OK +→ OK **OK**	If the timezone displayed does not correspond to the timezone where you live, select the correct timezone with the navigation keys. Press OK to save.
←– OK +→ OK **OK**	If your region is on daylight saving time, select "Yes" with the navigation keys. Press OK to save.

Note: These two parameters are only used if time is given by the network (SNTP).

Date and date format

<long> <repeat> Display **OK**	Press the MENU key long to enter the configuration mode. Press the MENU key repeatedly until "Display" appears. Press OK under "Display".
Date **OK** ←– OK +→ OK **OK**	Press OK under "Date". Select your preferred date format with the navigation keys (for example: DD.MMM.YY for a 19 Dec 00 date format). Press OK to save.
OK **OK**	If necessary, edit the correct date. Regardless of the date format chosen, months are entered as digits (example: "12" for December). Press OK to save.

User settings

Time and time format

<long> <repeat> Display
MENU MENU **←– OK –→**

Time
←– OK –→

OK
←– OK +–→ **←– OK –→**

Press the MENU key long to enter the configuration mode. Press the MENU key repeatedly until "Display" appears. Press OK under "Display".
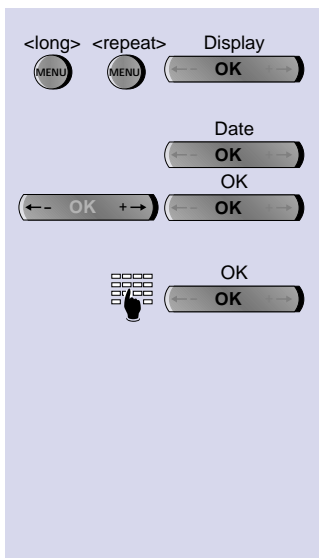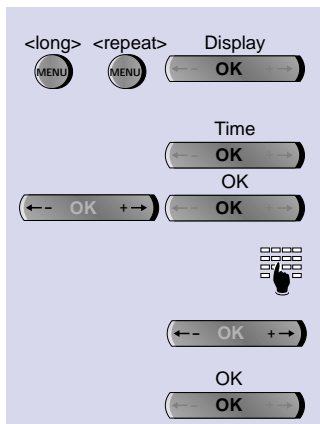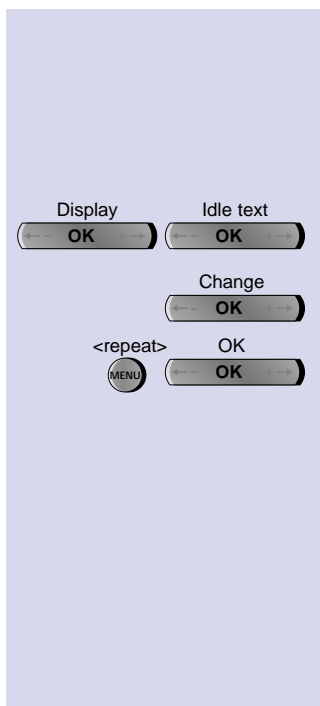
Press OK under "Time". Select your preferred time format with the navigation keys (for example, "AM/PM" for a 12-hour display). Press OK to save.

If necessary, edit the correct time.

←– OK +–→

If you select the "AM/PM" time format, you can choose "AM" or "PM" with the navigation keys.

OK
←– OK –→

Press OK to save.

Editing text display in idle state

The text display can be used to display your name, your external number, your internal number or any free text up to 16 characters. The default value is either the free text, or the internal number, when provided by the Call agent.

In the configuration mode:

Display Idle text
←– OK –→ **←– OK –→**

Press OK under "Display" and then under "Idle text".

Change
←– OK –→

Press OK under "Change".

<repeat> OK
MENU **←– OK –→**

Press the MENU key repeatedly to select the type of idle text you wish to use. Validate with OK.

User settings

Adjusting the contrast
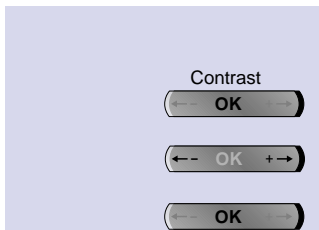
In the configuration mode:

Contrast
OK

Press OK under "Contrast".

OK +

Select the desired value with the navigation keys.

OK

Confirm the selection by pressing OK.

Setting the ringing parameters
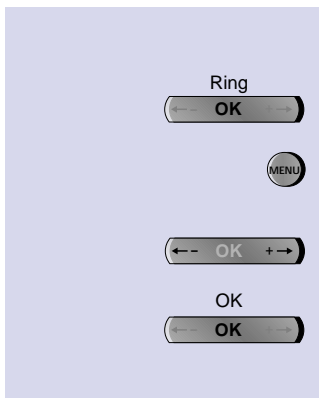
In the configuration mode:

Ring
OK

Press OK under "Ring".

MENU

Use the MENU key to choose between "External" (External call ringing settings) and "Internal" (Internal call ringing settings).

OK +

The current melody is being played.
Select one of the melodies with the navigation keys.

OK
OK

Confirm the selection by pressing OK.

Proceed likewise for the Rate and for the Volume.

Headset
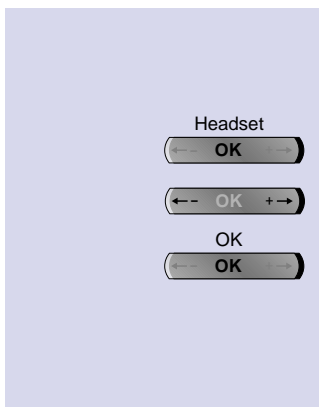
Swissvoice IP telephones give you the possibility to connect and use a headset instead of the handset. To enjoy this feature, you need to first parameter the correct setting for a headset use.

Headset
OK

In the configuration mode, press OK under "Headset".

OK +

With the navigation keys, choose "on" or "off".

OK
OK

Confirm with OK.

Note: In headset mode, the hook switch is not functional. To answer or to dial, you need to press on the Loudspeaker key.

User settings

Password

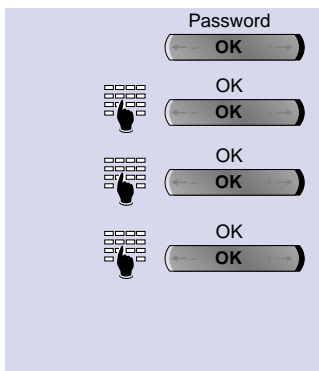|	
Password **OK**	To change the password, press OK under Password.
OK **OK**	Enter the old password (by default: "0000") and confirm with OK.
OK **OK**	Enter the new password a first time and confirm with OK.
OK **OK**	Enter the new password again and confirm with OK to save the new password.
	Note: *If you forget your password, please contact your System Manager.*

Reset
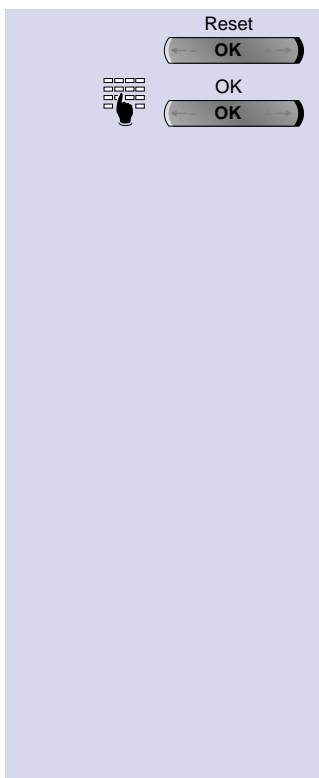
Reset **OK**	In the configuration mode, press OK under "Reset".
OK **OK**	Enter the password and confirm with OK.
	The telephone is reset to factory settings (for more details, please see chapter "Factory settings" page 22).

Admin settings

The following elements can be configured by the administrator :

- DHCP use
- Telephone IP address and subnet mask
- DNS server
- Gateway IP address
- VLAN
- TOS
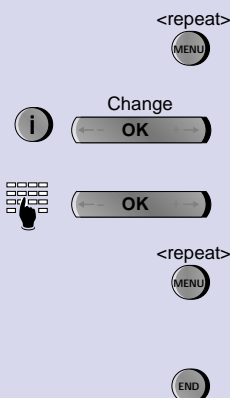- Call agent IP address and port number
- Tone table
- Password

Each parameter can be configured locally or through the web server. With the latter, when there is no DHCP server, the telephone's and the gateway's IP address must first be configured locally on the telephone.

This chapter is intended for administration use only. As a user, you should not have to configure the following parameters.

<repeat>
MENU

Press the MENU key repeatedly until "Admin settings" appears.

(i) Change
     ←--- OK --→

Press the i key repeatedly to check the current admin parameters. If one or several parameters in the display are not correct, press OK under "Change".

     ←--- OK --→

Enter the correct password (by default: 0000). Validate with OK.

<repeat>
MENU

To modify the following parameters, press the MENU key repeatedly until you find it.

END

Note: To enforce the changes in this chapter, you must press on the END key. If one of the parameters has been modified, the following display will appear: "Reboot in progress". After the telephone boots, the LED blinks three times while connecting to the call agent.

Admin settings

DHCP

By default, the DHCP is activated. If a DHCP server is available on the network, the telephone's IP address will be automatically attributed).
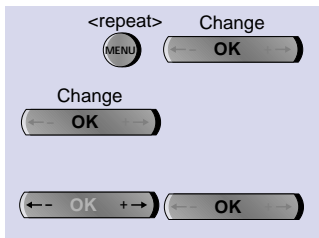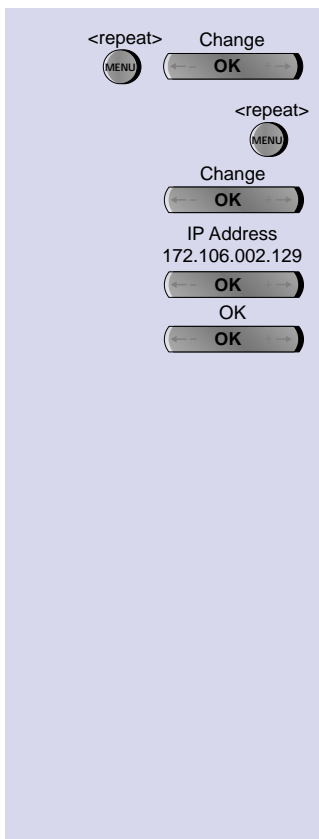
<repeat> Change MENU OK	Press the MENU key repeatedly until "TCP / IP" appears. Press OK under "Change".
Change OK	The DHCP setting is displayed (Yes or No). If it is necessary to change it, press OK under "Change".
←- OK +→ ←- OK	Choose the correct setting with the navigation keys. Validate with OK.

Telephone IP address

<repeat> Change MENU OK	Press the MENU key repeatedly until "TCP / IP" appears. Press OK under "Change".
<repeat> MENU	Press the MENU key repeatedly until "IP address" appears.
Change OK	To change the IP address, press OK under "Change".
IP Address 172.106.002.129 OK	Enter the correct IP address.
OK OK	Press OK to confirm.
	Note: If you do not know the IP address, please contact the System Manager.

Subnet mask

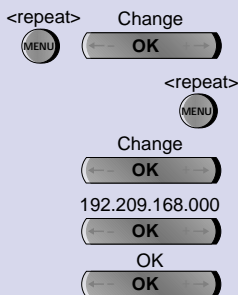|	
`<repeat>` MENU — Change **OK** —	Press the MENU key repeatedly until "TCP / IP" appears. Press OK under"Change".
`<repeat>` MENU	Press the MENU key repeatedly until "Subnet mask" appears.
Change — **OK** —	To change the subnet mask, press OK under "Change".
	Editable segments will be displayed.
Sub_mask 255.255.000.000 — **OK** —	Enter the correct subnet mask (each of the four segments need to be entered with 3 digits, for example: 255.255.000.000).
Sub_mask — **OK** —	Press OK to confirm.
	Note: If the subnet mask is invalid, a message will be displayed ("Invalid SN Mask") during 2 seconds and the screen will revert to the previous subnet mask.

DNS server

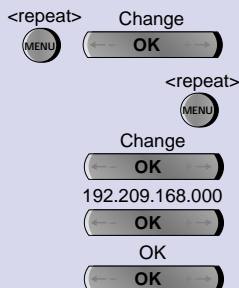|	
`<repeat>` MENU — Change **OK** —	Press the MENU key repeatedly until "TCP / IP" appears. Press OK under "Change".
`<repeat>` MENU	Press the MENU key repeatedly until "DNS server" appears.
Change — **OK** —	To change the DNS Server IP Address, press OK under "Change".
192.209.168.000 — **OK** —	Enter the correct DNS Server IP Address.
OK — **OK** —	Press OK to confirm.
	Note: If you do not know the DNS server IP address, please contact the System Manager.

Admin settings

Gateway IP address

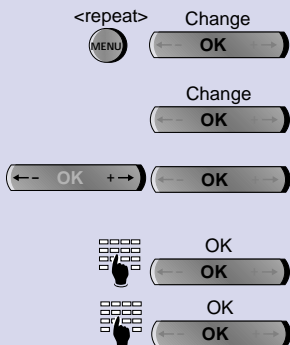|	
<repeat> Change MENU ←– **OK** –→	Press the MENU key repeatedly until "TCP / IP" appears. Press OK under "Change".
<repeat> MENU	Press the MENU key repeatedly until "GW IP address" appears.
Change ←– **OK** –→	To change the Gateway IP Address, press OK under "Change".
192.209.168.000 ←– **OK** –→	Enter the correct Gateway IP Address.
OK ←– **OK** –→	Press OK to confirm.

Note: If you do not know the Gateway IP address, please contact the System Manager.

VLAN

<repeat> Change MENU ←– **OK** –→	Press the MENU key repeatedly until "QoS" appears. Press OK under "Change".
Change ←– **OK** –→	To change the VLAN setting, press OK under "Change".
←– **OK** +–→ ←– **OK** –→	Choose the correct setting with the Function key. Confirm with OK.
OK ←– **OK** –→	If "Yes" was selected, enter a value for the VLAN priority (0 to 7) and confirm with OK.
OK ←– **OK** –→	Enter the VLAN ID (0 to 4095) and confirm with OK.

Admin settings

TOS

Press the MENU key repeatedly until "QoS" appears. Press OK under "Change".
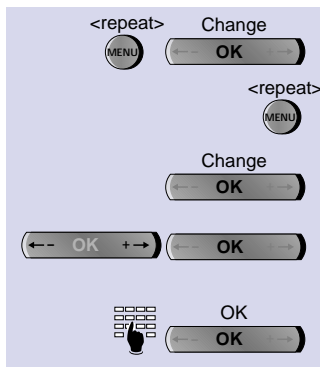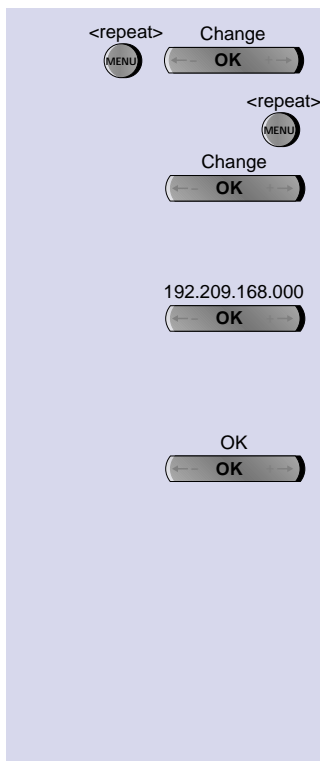
Press the MENU key repeatedly until "TOS" appears.

To change the TOS setting, press OK under "Change".

Choose the correct setting with the Function key. Confirm with OK.

If "On" was selected, enter a value for TOS (0 to 255) and confirm with OK.

Call agent IP address

Press the MENU key repeatedly until "Call agent" appears. Press OK under "Change".

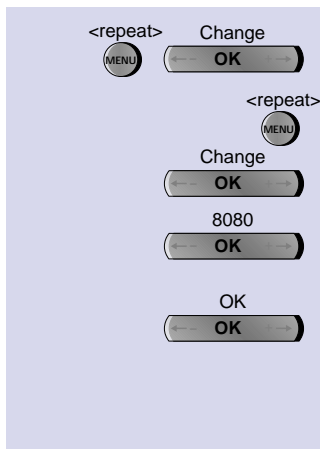Press the MENU key repeatedly until "IP address" appears.

To change the call agent IP address, press OK under "Change".

Enter the correct call agent IP address (each of the four segments need to be entered with 3 digits, for example: 192.209.168.000). Three digits (example: 007) need to be entered for numbers smaller than 100. Depending on the configuration, the call agent IP address may be dynamically attributed.

Press OK to confirm. If the call agent IP address is invalid, a message will be displayed ("Invalid IP addr.") during 2 seconds and the screen will revert back to the previous IP address.

Note: If you do not know the call agent IP address, please contact the System Manager. If the call agent fails, the telephone will automatically look for a backup call agent on the network.

Admin settings

Call agent port number

<repeat> MENU Change **OK**	Press the MENU key repeatedly until "Call agent" appears. Press OK under "Change".
<repeat> MENU	Press the MENU key repeatedly until "Port number" appears.
Change **OK**	To change the call agent port number, press OK under "Change".
8080 **OK**	Enter the correct port number (example : 8080).
OK **OK**	Press OK to confirm. If the call agent port number is invalid, a message will be displayed ("Number invalid") during 2 seconds and the screen will revert back to the previous port number.

Note: If you do not know the call agent port number, please contact the System Manager.

Tone table
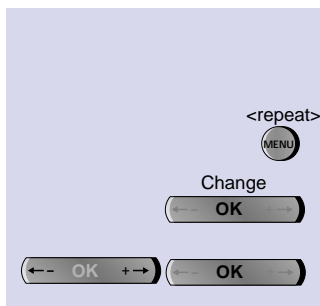
Depending on where you live (Europe or United States), you will need to select the adequate tone table for your Swissvoice telephone.

<repeat> MENU	Press the MENU key repeatedly until "Tone table" appears.
Change **OK**	To change the tone table setting, press OK under "Change".
←– **OK** +→ ←– **OK** –→	Choose the correct setting (Europe or United States) with the Function key. Validate with OK.

Admin settings
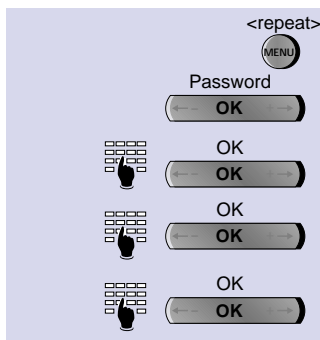
Password

<repeat> MENU	Press the MENU key repeatedly until "Password" appears.
Password ← OK →	To change the password, press OK under Password.
OK ← OK →	Enter the old password (by default: "0000") and confirm with OK.
OK ← OK →	Enter the new password a first time and confirm with OK.
OK ← OK →	Enter the new password again and confirm with OK to save the new password.

Timezone, Date and Time

Administrator, please see the "User settings" chapter to get details on the configuration of the timezone, the date and the time.

Phonebook and memory keys

Swissvoice IP telephones can store up to 400 names and numbers in the common directory as well as 100 in the private directory. The "Phonebook" is your own private electronic directory.

MENU

Phonebook
←— **OK** —→

Press MENU repeatedly until "Phonebook" appears.

Press OK under "Phonebook".

New entry in the phonebook

New
←— **OK** —→

Press OK under "New" to advance to the next free card.

Enter the name of the new entry (you can switch from upper cases to lower cases to digits and back by pressing the alpha key). By default, only the first character of each word is upper-case.

DEL

You can delete characters with the DEL Key.

OK
←— **OK** —→

Confirm your entry with OK.

OK
←— **OK** —→

Enter the number of the new entry.
Confirm with OK.

Note: *You do not have the possibility to modify entries in the common directory. You can add any number from the call or redial lists by selecting the number, pressing the MENU key until "Save number" appears and confirming with OK.*

Search and scroll in the phonebook
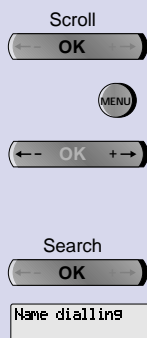
To search for and to modify an existing entry, there are several possibilities:

Scroll
←— **OK** —→

In the "Phonebook" Menu, select "Scroll" with OK.

MENU

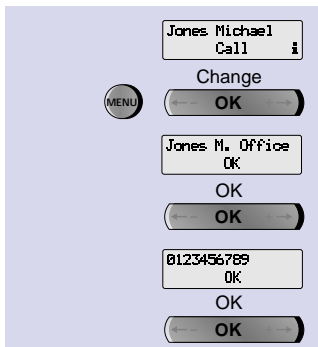Select "All", "Common" or "Private" with the MENU key.

←— **OK** +—→

Scroll to the searched entry with the navigation keys.

Alternatively:

Search
←— **OK** —→

In the "Phonebook" Menu, select "Search" with OK.

Name dialling

The caption "Name dialling" can be overwritten.

Phonebook and memory keys

Modify an entry in the phonebook

Jones Michael / Call i	Search for the entry you want to modify (see p. 35).
Change / OK	Press MENU and select "Change" with OK.
Jones M. Office / OK	You can overwrite the text entry.
OK / OK	Confirm the new text entry with OK.
0123456789 / OK	You can overwrite the number.
OK / OK	Confirm the new number with OK.

Memory keys
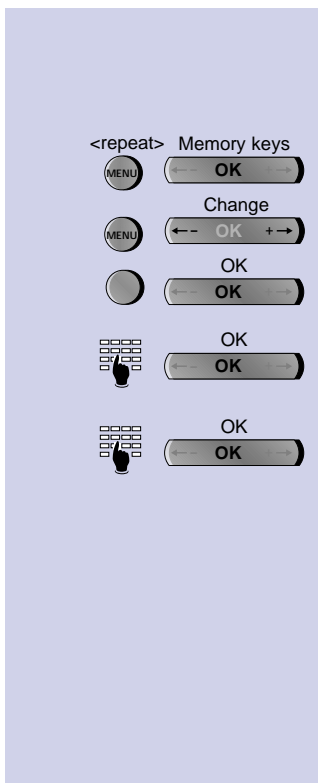
Ten memory keys are available. Memory keys permit internal, external numbers and functions which are frequently used to be dialled quickly. Every dialling key is provided with one memory location in which you can store one call number or function.

<repeat> Memory keys / OK — Press the MENU key and then press OK under "Memory keys".

Change / OK — Select "New","Change" or "Delete" with the MENU key.

OK / OK — Select the desired memory Number key (0 to 9).

OK / OK — Overwrite the "Enter number" caption or the previous number and enter the new number. Confirm with OK.

OK / OK — Overwrite the "Enter name" caption or the previous name and enter the new name. Confirm with OK.

Notes:

It is also possible to directly access the Memory key display by a long click on the desired Number key and by pressing MENU to edit the entry.

The label placed under the receiver may be used to write memory key names.

Configuration through a web browser

Swissvoice IP telephones have their own internal web server. Each parameter can be configured locally or through a web browser. This ensures the system administrator or the user to set or modify most parameters presented in this user manual, from any computer linked to the World Wide Web.

Connection to the Swissvoice IP telephone web server

In a web browser, enter the IP. Address of your telephone (example: http://172.16.2.129). Log as an administrator or as a user.

Administration settings

The administrator has special priviledges to configure and modify technical parameters of the Swissvoice IP telephones. All items are protected by a login and a password (by default: admin / admin).

Using a web browser is the most convenient way to import, export and manage any user's phonebook, as well as the network's common phonebook. File import and export are done following the CSV format (with semi-colons as separators), with the following headings : name;number. When the phonebook is edited in both the phone and the web server, priority is given to the phone. Also, it is not possible to dial a number with the web server if the phone is not idle.

Configuration through a web browser

User settings

You have the possibility to configure most local parameters of your Swissvoice IP telephone through a web browser. All items are protected by a login and a password (by default: user / user). Using a web browser is the most convenient way to import, export and manage your Phonebook. File import and export are done following the CSV format (with semi-colons as separators), with the following headings : name;number. When the phonebook is edited in both the phone and the web server, priority is given to the phone. Also, it is not possible to dial a number with the web server if the phone is not idle.

Note: The administrator has the possibility to modify user settings.

Installation

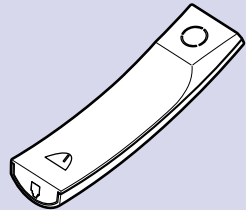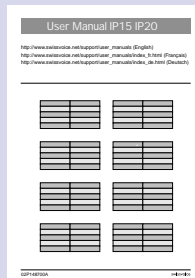## Package contents
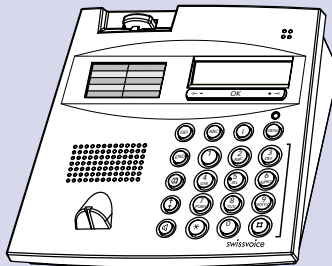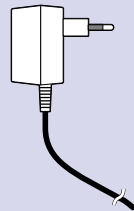
LAN Cable   Terminal   Handset

Handset connecting cable   Label sheet   Power supply (if your Swissvoice IP telephone is not LAN-powered)

It is also possible to connect a PC to the PC-switch of the telephone, if your telephone has one. For that you need an additional LAN connecting cable (not included in the package).
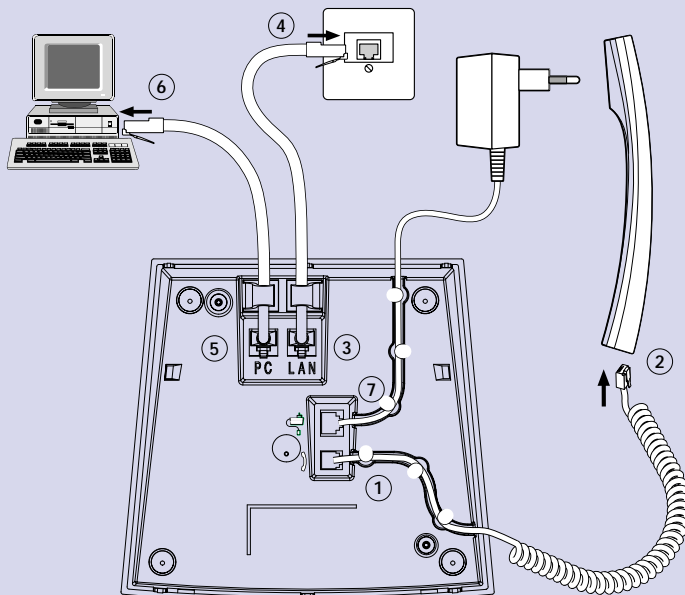
Connecting handset and telephone

After you have unpacked the terminal, connect the handset first, by inserting the straight end of the spiral connecting cable into the small socket on the base of the telephone①. By gently pulling, check that the cable connector is in place. Insert the other end of the cable into the handset②.
Note: You have the possibility to connect a headset instead of the handset.

Now connect the telephone by inserting the connector on the LAN connecting cable into the socket labelled "LAN" at the bottom of the terminal③. By gently pulling, check that the cable connector is in place. Insert the other end of the cable into the LAN connection socket④. "Booting..." is displayed during approximatively 30 seconds. The time and date are then displayed (default idle text).

You may link a PC to your Swissvoice IP telephone by following the same process, by inserting the RJ45 connector into the socket displayed "PC"⑤, and the other end into the LAN connection of your PC⑥.

If your network is not equipped with Power over LAN, you will also need to plug in the power supply⑦.

Troubleshooting

The LED blinks slowly. There is no dialling tone:	The telephone is not correctly connected to the LAN. Check the connecting cable at both ends.
	or
	The call agent IP address is not configured in the telephone. See " Admin settings " for more details
	or
	The call agent is out of order.
Your call partner cannot hear you or you cannot hear him:	Ensure that the handset cable is correctly plugged into the handset and the telephone.
Handset off-hook, no dialling tone, no display:	Ensure that the LAN connecting cables on the telephone and at the LAN socket are correctly plugged in.
Calls cannot get through:	Ensure that your terminal is correctly configured.
Configuration from the web server does not work:	Ensure that the telephone is not already in use.
The web server does not answer, or the pages do not load:	Reboot your telephone.

Note: *If other messages appear, ask your system manager for help.*

Further information

Labelling the memory keys

Note down the name or the number saved onto the removable identification label on the last page of this booklet. Cut out the label and place it under the handset. Finally, cover the label using the transparent cover.

Write-on labels:

Certifications

Swissvoice IP telephones successfully passed the following specifications :

- EN 60950 edition 3 (electrical safety),
- EN 55022 (electromagnetic compatibility),
- FCC part 15 class A (electromagnetic compatibility),
- International Safe Transit Association (packaging).

Declaration of conformity

Swissvoice IP telephones meet the requirements of EC directive 99/5/CE R&TTE.
They are compliant with the following standard and recommendations:

- "Electromagnetic compatibility" directive 89/336/CEE.
- "Low voltage" directive 73/23/CEE.
- I-CTR 37: "Access requirements".
- CTR 38: "Telephonometric requirements".

CE

www.swissvoice.net/products/ip
Availability and technical modification reserved.
The usable services and features depend on the installed software release and on the call agent.